

Exhibit 18

Help Center

Customer First, Premium Service

9/7 Online Customer Service (09:00-18:00, BJ Time) & Exclusive CEO Email

FAQ Categories

Account Management

Shopping Agent Service

Forwarding Service

Service

Shipping & Logistics

After-sales Service

Superbuy Affiliate

Globalization Program

Counterfeit Item Policy



Problem not solved yet?
Talk to the boss!

CEO@superbuy.com

In order to efficiently solve your issue, please provide us the relevant order number or your username. Email is guaranteed to be replied within 2 working days (Please also check your junk mail). You may also contact our CEO directly in BBS.

[Counterfeit Item Policy](#) > [Counterfeit Item Policy](#) > [Superbuy Counterfeit Item Policy](#)

Superbuy Counterfeit Item Policy

Superbuy respects the intellectual property rights of others. The listing of products that violate intellectual property rights, such as counterfeit items, is strictly against Superbuy policy.

Definition of Counterfeit Items

Counterfeit items typically refer to products that intentionally imitate genuine items to mislead consumers about their authenticity, such as fake, replica, or imitation brand-name products. This often includes the use of a brand name, logo or other intellectual property without the owner's consent.

How Superbuy prevents counterfeit listings

Superbuy supports users in searching for and displaying products from various e-commerce platforms in China. However, Superbuy does not sell any products; it only provides shipping and customer service for purchases made on these other platforms. Therefore, Superbuy cannot restrict the sale of counterfeit goods on these third-party websites, nor can it penalize sellers on those sites who post counterfeit products. Instead, Superbuy strives to filter out products suspected of being counterfeits on these websites, such as by limiting search keywords.

Occasionally, despite Superbuy's efforts, an item may be listed that appears to be a counterfeit good. In such a case, customers should refrain from purchasing the item and report the listing to Customer Service at report-counterfeits@superbuy.com. Below are examples of listings that may indicate the infringement of intellectual property rights and therefore should be reported to Customer Service:

- > Items sold without the permission of the intellectual property owners that display brand names or logos of the owner;
- > Items with brands or logos displayed that look nearly indistinguishable from authentic brands or logos but have been subtly altered;
- > Items whose listings deliberately conceal a brand or logo or have been visually altered to conceal those marks;
- > Items that deliberately misspell the name of a known brand;
- > Items that include brand names or logos in the listing, even if the brand name or logo is not on the actual product itself.

If you have received an item that you suspect may be counterfeit, we encourage you to report this item to Customer Service at report-counterfeits@superbuy.com. If you are a rights holder and have concerns about your intellectual property, please contact Customer Service at report-counterfeits@superbuy.com.

Disclaimer

1, Third-Party Responsibility

As an agent purchasing and forwarding service platform, Superbuy is not responsible for the quality or authenticity of products provided by third-party merchants, but we will do our best to assist users in communicating and resolving any disputes that may arise.

2, User Responsibility

Users must ensure that the products they purchase comply with the laws and regulations of their respective countries or regions. Superbuy is not liable for any losses or responsibilities arising from products that violate local laws.

CUSTOMER SERVICE

Help Center

Contact Us

Expert Service

Counterfeit Item Policy

SHOPPING AGENT GUIDANCE

Tutorial

Service & Fees

Order Status

Returns and Refunds

PAYMENT

Top up

Wise

International Credit Card

Wechat

DELIVERY

Charges

Mail Restrictions

Customs and Taxation

Receipt Information

AFTER SALES SERVICE

Storage

Inspection Information

After Sales Policy

Insurance and Compensation

Wise | VISA | ALIPAY | WeChat Pay | Union Pay

We support several kinds of credit and debit cards for top up. [Know more >](#)

9/7 (09:00-18:00, BJ Time)

Service Hotline (Non-Toll-Free): +86 19986924711

Service Email: care@superbuy.com

Business Email: B2B@superbuy.com

Report Counterfeits Email: report-counterfeits@superbuy.com

